

# **County of San Diego**

## **Low Income Health Program**

### **(LIHP)**

**Enrollee Handbook**  
**July 2011**

**County of San Diego LIHP  
Enrollee Handbook**

**This handbook belongs to:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Notes: \_\_\_\_\_

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## **County of San Diego LIHP Enrollee Handbook**

**Please read this handbook carefully.  
It provides you with information on how to receive care through  
the LIHP.**

Your Medical Home/Primary Care Clinic (PCC) is on your LIHP card.

Your Primary Care Doctor is: \_\_\_\_\_

**LIHP Enrollee Information Line.....(800) 587-8118  
Eligibility Appointments.....(800) 587-8118**

### **Other Useful Telephone Numbers:**

San Diego 211 .....211 or 858-300-1211  
Social Security/SSI Applications.....(800) 772-1213  
Medi-Cal (ACCESS)..... (866) 262-9881  
The Consumer Center for  
Health Education and Advocacy.....(877) 734-3258

Call the San Diego 211 INFO-LINE for information about other  
health and social services in San Diego County.

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### **LOW INCOME HEALTH PROGRAM (LIHP)**

The San Diego Low Income Health Program (LIHP) is a program for eligible adults, which covers a core set of physical and mental health services.

LIHP consists of 2 components, the Medicaid Coverage Expansion (MCE) and Health Care Coverage Initiative (HCCI).

- MCE – covers individuals with income up to and including 133% of the Federal Poverty Level (FPL).
- HCCI – covers individuals with income above 133%, up to and including 200% FPL.

San Diego's LIHP will offer new enrollment to the MCE portion of LIHP. No new enrollment into HCCI will be allowed per State requirements. Those individuals already enrolled in Coverage Initiative who have income within the HCCI range, and who continue to meet eligibility criteria and requirements, will continue to receive services.

The County of San Diego Health and Human Services Agency operates the Low Income Health Program (LIHP) and AmeriChoice manages the day-to-day business. LIHP helps uninsured adult county residents to get medical care and limited mental health services. LIHP uses a network of community health centers, private physicians, public and private mental health clinics, and local hospitals to provide the services.

LIHP covers the cost of your immediate and on-going medical care. Conditions like pregnancy and organ transplants are never covered. Other services may have limited coverage.

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There are no cost sharing (monthly premiums or share of cost) or co-payments required in LIHP.

This handbook tells you where and how to receive LIHP medical and mental health services, and what care is available to you.

**LIHP does not guarantee payment of all medical services.** LIHP guidelines and requirements must be met in order for payment to occur. You will be notified if payment for your medical bill is denied.

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### **COVERED SERVICES**

#### **Services Covered By LIHP (prior approval is not necessary)**

- Evaluation and follow-up care by a primary care provider at your designated primary care site
- Emergency room care for emergent conditions
- Emergent outpatient mental health services (including urgent walk-in triage and assessment)
- Emergency medical transportation
- Emergency dental care
- Pharmaceuticals listed as formulary medications on the LIHP Formulary.
- Acute inpatient hospital services
- Radiology (such as x-rays)
- Laboratory services
- Translation services

#### **Services That Need To Be Approved In Advance By LIHP**

- Limited preventive medical services (TBD by State)
- Medical equipment and supplies
- Scheduled inpatient hospital admissions and services
- Prior-authorized non-emergency medical transportation (when medically necessary, required for obtaining health care and provided for the lowest cost mode available)
- Outpatient Hospital Services
- Physical therapy
- Specialty physician services (including mental health), with mental health benefits as described below
  - Up to 10 days per year of acute mental health inpatient hospitalization in an acute care hospital, psychiatric hospital, or psychiatric health facility



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- Up to 12 outpatient encounters per year. Outpatient encounters include assessment, individual or group therapy, crisis intervention, medication support and assessment
- Prosthetic and orthotic appliances and devices
- Podiatry
- Surgical and diagnostic procedures
- Limited home health services
- Optometry exams and supplies
- Non-formulary prescription medications (all prescriptions must be approved by the FDA)

### **Services Never Covered By LIHP**

- Bariatric Surgery
- Pregnancy and all prenatal services
- Pediatrics
- Family planning and sterilization procedures
- Infertility related services
- Drug and alcohol treatment
- Organ and bone transplants and all services related to obtaining a transplant
- Bone marrow transplants
- Experimental procedures
- Cosmetic procedures in the absence of trauma or significant pathology
- Work examinations
- Completion of medical certificates
- Orthodontia
- Non-FDA-approved medications
- Emergency room visits for after care, follow-up, and to obtain prescriptions

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- Medical or clinical trials, including any medication, treatment, procedure, or professional component related to any clinical trial in which the LIHP enrollee may be involved
- Electroconvulsive therapy (ECT)
- Transcranial Magnetic Stimulation (TMS)
- Vagal Nerve Stimulation
- Clinical trials are not a LIHP Program covered benefit. This includes any medications, treatments, procedures, or professional components related to any clinical trial in which the LIHP enrollee may be involved.

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### **ELIGIBILITY**

Whether you have an unexpected health problem like an infection or an accident, or long term medical problem like diabetes or high blood pressure, LIHP can cover health expenses for you. To qualify, you must schedule an appointment for an interview, complete the application, and receive approval for LIHP in order to be covered. Call (800) 587-8118 to make your application appointment. Eligibility locations are listed on page 25.

If you qualify for LIHP you:

- Will be initially certified for up to 12 months.
- Will be asked to choose one of the community health centers as your primary care provider.
- Will receive a LIHP card and a Notice of Action. When you receive any medical service, you should show your card or your Notice of Action to the medical provider. Your provider can also verify your eligibility through the LIHP Provider On-Line Verification website ([www.sdcmspov.com](http://www.sdcmspov.com)) by the Member ID Number listed on your LIHP card.

### **Retroactive Coverage**

LIHP/MCE offers up to 3 months retroactive coverage. If you have uncovered services (unpaid bills) in the 3 months prior to your date of application for LIHP/MCE (but no earlier than July 1, 2011), you should advise the eligibility worker that you wish to apply for LIHP/MCE retroactive coverage. You may be required to provide additional documentation relating to the retroactive months. This is a separate eligibility evaluation process, and separate notices will be sent to inform you of whether you have been approved or denied for the retroactive months.

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If you are approved retroactive coverage, LIHP may cover bills for services you received in any of the retroactive months you were approved for. You need to advise your health providers to bill LIHP for your services.

### **When Your Card Expires**

Before your card expires, you will need to attend an interview to be evaluated for ongoing LIHP coverage. To request an appointment for the interview:

- Call 1-800-587-8118 at least 30 days before your certification period ends to schedule your next appointment.

If you are admitted to the hospital through the emergency room and your LIHP card has expired, the hospital may arrange for you to complete an application while you are in the hospital.

Each time you apply for LIHP you will be asked to provide:

- Proof of identity
- Proof of county residence
- Proof of immigration status, if applicable
- Proof of your current income

**IF YOU ARE FOUND TO BE ELIGIBLE, LIHP WILL ONLY PAY FOR LIHP COVERED SERVICES THAT HAVE NOT BEEN PAID FOR. LIHP WILL NOT REIMBURSE YOU FOR BILLS YOU HAVE ALREADY PAID.**

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### **What To Do When You Have Been Injured By Another Person**

If another person causes your injury, that person may be responsible for paying for your medical care. LIHP has the right to seek repayment from that person. You must report to LIHP whenever you have been injured in an accident including on-the-job injuries. You must call the Third Party Liability section of LIHP at (888) 553-5552 to report the accident.

### **Selecting a Primary Care Provider**

After approval of your eligibility, you will be asked to select one of the community health centers as your primary care provider. The primary care provider you selected will be on the front of your LIHP card.

Your primary care provider coordinates your medical care, as appropriate, either by providing treatment or by sending a Treatment Authorization Request (TAR) to LIHP for treatment that needs approval by LIHP in advance.

### **Changing Your Primary Care Provider**

You may change your primary care provider by calling the LIHP Enrollee Information Line at **(800) 587-8118**. Please let the representative know the reason for the change. You are an important partner in your medical care and can help doctors and nurses provide the best care possible.

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### **YOUR RIGHTS AND RESPONSIBILITIES**

#### **Under LIHP You Have The Right To:**

- Get good medical information so you can make decisions about your health care and treatments.
- Request or refuse medical treatment.
- Receive considerate, respectful care at all times.
- Choose your medical provider within the limits of the program.
- Talk to LIHP staff that can help you with your questions, problems, complaints, and or file a grievance.
- Appeal if you are not satisfied with a program decision (see page 23 for instructions).
- Expect that the information in your medical record and what you say to your doctor will not be released without your permission, except as required or allowed by law.
- Request a second opinion if you do not agree with the medical care or the treatment plan prescribed for you by your medical care provider.
- Free language, visual and hearing impairment assistance.
- Information about the right to have an Advance Health Care Directive. If you already have one and wish to bring a copy, your provider will add it in your medical record.

#### **Under LIHP You Are Responsible For:**

- Calling your primary care provider for medical advice FIRST, except in an emergency.
- Arriving on time for your scheduled appointments.
- Letting your medical care providers know if you do not understand your treatment plan or what is expected of you, and if you agree to the treatment recommendations, following your medical care providers' instructions.

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- Giving accurate and complete information about your present condition and past illnesses to your medical care providers.
- Treating providers and LIHP staff with respect and dignity.
- Giving accurate information about your financial and residency status to eligibility staff.
- Reporting changes in your financial or living situation to eligibility staff within ten (10) days of the change by calling 1-888-553-5552.
- Reporting any accident or injury caused by another person.
- Repaying LIHP from third party recovery, including lawsuits.

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### **HOW TO RECEIVE LIHP SERVICES**

When you are eligible for LIHP, be sure to follow these instructions so your health care is covered.

#### **Dental Services**

Emergency dental services are available to LIHP enrollees. Services are limited to urgent and emergent conditions that are due to trauma or ease acute pain. LIHP does not provide complete dental care such as routine check-ups, preventive care or prophylaxis cleaning. LIHP Dental Locations are on page 26.

#### **After-Hours Nurse**

If you want health advice after your medical home has closed, a nurse is available to answer your questions. To access the nurse, call your medical home and you will be connected to an after-hours nurse line.

#### **Emergency Room Services**

Emergency room services are ONLY covered if the medical problem requires immediate attention and if the emergency condition is within the LIHP Scope of Services. An emergency is a health problem that:

- Happens suddenly and has very serious symptoms
- Could cause serious injury or damage to your body if you do not see a doctor right away

#### **Inpatient Services**

LIHP covers all of the cost of inpatient services if:

- You are admitted for a covered condition;
- You are admitted because of an emergency; or



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- Your doctor obtains authorization before admitting you to the hospital.

If you get admitted through the emergency room, show your LIHP card to the hospital admitting staff. Your provider can also verify your eligibility through the LIHP Provider On-Line Verification website ([www.sdcmspov.com](http://www.sdcmspov.com)) by the Member ID Number listed on your LIHP card.

### **Out-of-County Services**

LIHP pays for only emergency services provided in hospital emergency rooms for emergency medical conditions, and/or required post-stabilization care.

The emergency provider, as a condition for receiving payment for emergency services, must notify the San Diego LIHP at (858) 495-1300 within 24 hours of admitting you into the emergency room, and, with respect to post-stabilization care, meet the approval protocols established by the San Diego LIHP.

### **Outpatient Services**

Except for emergencies, always contact your primary care provider for your care. The community health center you selected is your primary care provider. Your primary care provider will provide or arrange for all the care that you need. You can access all the covered services listed on pages 7 and 8 (excluding “Services Never Covered By LIHP”) through your primary care provider.

### **Pharmacy Services**

LIHP provides covered prescription medicine listed in the LIHP Formulary, which can be found at:

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[http://www.sdcounty.ca.gov/hhsa/programs/ssp/documents/For mulary.pdf](http://www.sdcounty.ca.gov/hhsa/programs/ssp/documents/For%20mulary.pdf)

All prescriptions funded by LIHP must be Food & Drug Administration (FDA) approved.

If your physician prescribes a medicine that is not covered by LIHP, the pharmacist or your physician must request authorization from LIHP before filling your prescription. If LIHP does not authorize the medicine, you may choose to pay for it yourself or talk with your physician for other medicine choices.

All prescriptions must be filled by a pharmacy serving LIHP (listed starting on page 36) or by your primary care provider. You must show your LIHP card or Notice of Action to prove eligibility. If you do not show proof of eligibility, you may be asked to pay for your prescription.

If you fill your prescription at a pharmacy that does not serve LIHP or you fill a prescription for medicine that LIHP did not authorize, you are responsible for paying for the medicine yourself. LIHP will not reimburse you.

### **Specialty Physician Referrals**

LIHP medical staff must approve health care that cannot be provided by your primary care provider in advance. Your primary care provider will tell you if the service has been approved and may help you to make your appointment with the specialist before the approval expires. If the service is not approved, you will receive a written denial from LIHP.

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To find the nearest specialty provider by you, call 1-800-587-8118.

### **What To Do When Providers Bill You**

Do not ignore bills that you receive from health care providers for services that have been approved by LIHP. Do not send your bills to LIHP. Instead, call the provider who billed you and explain that you are eligible for LIHP. Give the provider your Member ID Number, which is on the front of your LIHP card. Your provider can verify your eligibility through the LIHP Provider On-Line Verification website ([www.sdcmspov.com](http://www.sdcmspov.com)) by your Member ID Number.

If you fail to notify your provider that you have LIHP, you will be responsible for payment of the provider's bill. If the provider has questions, ask them to call LIHP at (800) 587-8118.

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**MENTAL HEALTH SERVICES**

LIHP provides limited mental health services:

- Up to 10 days per year of acute inpatient hospitalization in an acute care hospital, psychiatric hospital, or psychiatric health facility.
- Psychiatric pharmaceuticals.
- Up to 12 outpatient encounters per year. Outpatient encounters include assessment, individual or group therapy, crisis intervention, medication support and assessment.

To access mental health services, talk to your primary care provider.

**Additional Mental Health and Substance Abuse Information**

For more information about treatment for alcohol, drug, and mental health problems, please call:

**Alcohol and Drug Services .....(619) 584-5007**  
**County Mental Health.....(800) 479-3339**  
**TDD for the hearing impaired .....(619) 641-6992**

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### **REFERRALS**

#### **Treatment Authorization Request (TAR)**

Services that require prior approval/authorization are requested by physicians and mental health providers on a TAR.

When your primary care provider or specialist submits a TAR to LIHP, it will be reviewed and must meet program guidelines in order to be approved. However, there are instances when a TAR is denied.

You and/or your provider can appeal TAR denials. Refer to the Grievance & Appeals section for more information.

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### **MEDI-CAL PROGRAM**

Medi-Cal is California's primary medical coverage program for low income people.

You will be required to apply for Medi-Cal if you have:

- been disabled or expect to be disabled for more than 1 year, or
- latent tuberculosis or active tuberculosis, or
- been identified as potentially eligible for Medi-Cal

LIHP can be approved and cover necessary medical care while your Medi-Cal disability evaluation is pending.

#### **Ways to apply for Medi-Cal:**

- Call 2-1-1
- Contact ACCESS:
  - via website  
<http://www.sdcounty.ca.gov/hhsa/programs/ssp/access/index.html> or
  - by phone at (866) 262-9881
- Apply for Medi-Cal on-line: <http://www.benefitscalwin.org/>
- Apply in person at the Family Resource Center

LIHP staff can help you go through the Medi-Cal application process.

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### **COMPLAINTS**

When you:

- Have a question
- Have a problem with the program or provider
- Can't get an appointment
- Were denied a medical service and you disagree with the denial

Call LIHP Enrollee Information at (800) 587-8118 weekdays between 8:00 a.m. and 5:00 p.m. The LIHP Patient Services Representative can answer your questions and can tell you what you need to do.

If you need more help, the Consumer Center for Health Education and Advocacy known as “The Consumer Center” can also help you. The Consumer Center offers health education and patient advocacy to LIHP and Medi-Cal enrollees. They can help you resolve problems in qualifying for LIHP as well as problems in getting appropriate medical treatment. Their toll free number is (877) 734-3258.

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### GRIEVANCES AND APPEALS

#### Grievance

A “grievance” is an expression of dissatisfaction about any matter other than an action (defined below).

- You have **60 calendar days** from the date of the incident giving rise to the grievance to file a County level grievance.

#### Appeal Actions

An “appeal” is a request for review of an action. An “action” is:

1. A denial, termination or reduction of eligibility for LIHP.
  2. A denial or limited authorization of a requested service by a provider or enrollee, including the type or level of service.
  3. A reduction, suspension, or termination of a previously authorized service.
  4. A failure to provide services in a timely manner, as defined by a prudent lay-person, when services are delayed, denied or withdrawn by the County or the State.
  5. A failure of the County or the State to act within the timeframes for grievances and appeals as outlined here.
- You have **60 calendar days** of the date of the Notice of Action to file a County level appeal.

#### How to Request an Eligibility Grievance or Appeal

If you disagree with the LIHP eligibility determination, or wish to file a grievance, you have the right to request a review. You must do so within the timeframes listed above. You may request a review by writing to or calling:

San Diego County Health and Human Services Agency  
Appeals Section – GR/LIHP Calendar Clerk  
4990 Viewridge Avenue



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San Diego, CA 92123  
Phone: (858) 514-6887

### **How to Request a Service Grievance or Appeals**

If you disagree with the LIHP Treatment Authorization Request (TAR) decision, or wish to file a grievance, you have the right to request a review. You must do so within the timeframes listed above. You may request a review by sending a written request to:

LIHP Customer Service Supervisor  
P.O. Box 939016  
San Diego, CA 92193

**The County-level LIHP appeal process must be completed prior to filing a State Fair Hearing**

### **Requesting a State Fair Hearing**

If you are dissatisfied with the County-level decision, you may file a State Fair Hearing by calling 1-800-952-5253. For hearing or speech impaired who use TDD, call 1-800-952-8349. Grievances are not appealable to State Fair Hearings.

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**LIHP ELIGIBILITY LOCATIONS**

**TO SCHEDULE AN APPOINTMENT CALL (800) 587-8118**

**Downtown Family Health Center**

1145 Broadway  
San Diego, CA 92101

**HHSA Mission Valley Family  
Resource Center**

7947 Mission Center Court  
San Diego, CA 92108

**Neighborhood Healthcare —  
Ray M. Dickinson Wellness  
Center**

425 North Date  
Escondido, CA 92025

**HHSA Northeast Family Resource  
Center Annex**

7290 El Cajon Boulevard  
San Diego, CA 92115

**Oceanside Public Health Center**

104 South Barnes Street  
Oceanside, CA 92054

**HHSA South Region Office**

690 Oxford Street  
Chula Vista, CA 91911

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**LIHP Dental Locations**

**Appointments are Required**

**Comprehensive Health Center**

3177 Oceanview Boulevard  
San Diego, CA 92113  
(619) 231-9300

**La Maestra Family Clinic**

4305 University, Suite 120 San  
Diego, CA 92105  
(619) 285-8135

**FHC Fallbrook Family Health  
Center**

1328 South Mission Road  
Fallbrook, CA 92028  
(760) 451-4720

**La Maestra Family Clinic –  
El Cajon**

183 South First Street  
El Cajon, CA 92019  
(619) 328-1335

**FHC San Diego –  
Grossmont/Spring Valley Dental**

8788 Jamacha Rd.  
Spring Valley, CA 91977  
(619) 515-2330

**Neighborhood Healthcare –  
Lakeside Dental**

10039 Vine Street  
Lakeside, CA 92040  
(619) 390-9975

**FHC San Diego – Logan Heights  
Dental Clinic**

1809 National Avenue  
San Diego, CA 92113  
(619) 515-2394

**Neighborhood Healthcare –  
Pauma Valley**

16650 Hwy. 76  
Pauma Valley, CA 92061  
(760) 742-9919

**FHC San Diego – North Park  
Dental Clinic**

3544 30<sup>th</sup> Street  
San Diego, CA 92104  
(619) 515-2434

**Neighborhood Healthcare – Ray  
M. Dickinson Wellness Center**

425 North Date, Suite 125  
Escondido, CA 92025  
(760) 737-2018

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**LIHP Dental Locations**

**Operation Samahan – Camino  
Ruiz**  
10737 Camino Ruiz, Suite 235  
San Diego, CA 92126  
(858) 578-4220

**San Ysidro Health Center**  
4004 Beyer Blvd  
San Ysidro, CA 92173  
(619) 662-4180

**Operation Samahan—Highland**  
2743 Highland Avenue  
National City, CA 91950  
(619) 474-2284

**Vista Community Clinic**  
1000 Vale Terrace  
Vista, CA 92084  
(760) 631-5000

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### LIHP Network Hospitals

**Alvarado Hospital**

6655 Alvarado Road  
San Diego, CA 92120  
(619) 287-3270

**Scripps Memorial – Encinitas**

354 Santa Fe Drive  
Encinitas, CA 92024  
(760) 753-6501

**Fallbrook Hospital District**

624 East Elder Street  
Fallbrook, CA 92028  
(760) 728-1191

**Scripps Memorial – La Jolla**

9888 Genesee Avenue  
La Jolla, CA 92037  
(858) 457-4123

**Palomar Hospital Medical  
Center\***

555 East Valley Parkway  
Escondido, CA 92025  
(760) 739-3000

**Scripps Mercy Hospital\***

4077 Fifth Avenue  
San Diego, CA 92103  
(619) 294-8111

**Paradise Valley Hospital\***

2400 East Fourth Street  
National City, CA 91950  
(619) 470-4321

**Scripps Mercy Hospital–Chula  
Vista**

435 H Street  
Chula Vista, CA 91910  
(619) 691-7000

**Pomerado Hospital \***

15615 Pomerado Road  
Poway, CA 92064-2405  
(858) 613-4000

**Sharp Chula Vista Medical Center**

751 Medical Center Court  
Chula Vista, CA 91911  
(619) 482-5800

**Promise Hospital of San Diego\***

5550 University Avenue  
San Diego, CA 92105  
(619) 582-3516

**Sharp Coronado Hospital**

250 Prospect Place  
Coronado, CA 92118  
(619) 522-3600

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**LIHP Network Hospitals**

**Sharp– Grossmont Hospital\***  
5555 Grossmont Center Drive  
La Mesa, CA 91942  
(619) 740–6000

**UCSD Medical Center\***  
200 West Arbor Drive  
San Diego, CA 92103  
(619) 543–6222

**Sharp Memorial Hospital**  
7901 Frost Street  
San Diego, CA 92123  
(858) 939–3400

**UCSD Thornton Hospital**  
9300 Campus Point Drive  
La Jolla, CA 92037  
(858) 550–0115

**Tri–City Medical Center\***  
4002 Vista Way  
Oceanside, CA 92056  
(760) 724–8411

\* Provides medical and  
psychiatric hospital Services

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**LIHP Network Mental Health Hospitals**

**\*\*Alvarado Parkway Institute**

7050 Parkway Dr.  
La Mesa, CA 91942  
(619) 465-4411

**\*Scripps Mercy Hospital**

4077 Fifth Avenue  
San Diego, CA 92103  
(619) 260-7005

**\*\*\*Aurora Hospital**

11878 Avenue of Industry  
San Diego, CA 92128  
(858) 487-3200

**\*Sharp- Grossmont Hospital**

5555 Grossmont Center Drive  
La Mesa, CA 91942  
(619) 465-0711

**\*\*Bayview Hospital**

330 Moss St.  
Chula Vista, CA 91911  
(619) 426-6310

**\*\*\*Sharp Mesa Vista**

7850 Vista Hill Ave.  
San Diego, CA 92123  
(858) 278-4110

**\*Palomar Pomerado Health  
System**

555 East Valley Parkway  
Escondido, CA 92025  
(760) 739-3240

**\*Tri-City Medical Center**

4002 Vista Way  
Oceanside, CA 92056  
(760) 724-8411

**\*Promise Hospital of San Diego**

5550 University Avenue  
San Diego, CA 92105  
(619) 582-3516

**\*UCSD Medical Center**

415 Dickinson Street  
San Diego, CA 92103  
(619) 543-6350

\* Hospitals that provide inpatient psychiatric services

\*\* Psychiatric hospital services only

\*\*\* Psychiatric hospital services for 19 and 20 year-olds only

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**LIHP Network Primary Care Clinics**

**BORREGO SPRINGS MEDICAL  
CENTER**

4343 Yaqui Pass Road  
Borrego Springs, CA 92004  
(760) 767-5051

**Centro Medico—El Cajon**

396 North Magnolia  
El Cajon, CA 92020-3954  
(619) 401-0404

**Borrego Julian Medical Clinic**

2721 Washington Street  
Julian, CA 92036  
(760) 765-1223

**COMMUNITY HEALTH SYSTEMS**

**Fallbrook Family Health Center**

1328 South Mission Road  
Fallbrook, CA 92028  
(760) 451-4720

**FAMILY HEALTH CENTERS (FHC)  
OF SAN DIEGO**

**Beach Area FHC**

3705 Mission Boulevard  
San Diego, CA 92109  
(619) 515-2444

**FAMILY HEALTH CENTERS (FHC)  
OF SAN DIEGO**

**(continued)**

**Chase Avenue FHC**

1111 West Chase Avenue  
El Cajon, CA 92020  
(619) 515-2499

**Chula Vista FHC**

251 Landis Avenue  
Chula Vista, CA 91910  
(619) 515-2500

**City Heights FHC**

5379 El Cajon Boulevard  
San Diego, CA 92115  
(619) 515-2400

**Diamond Neighborhoods FHC**

220 Euclid Avenue, Suite 40  
San Diego, CA 92114  
(619) 515-2560

**Downtown FHC**

1145 Broadway  
San Diego, CA 92101  
(619) 515-2525



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**LIHP Network Primary Care Clinics**

**FAMILY HEALTH CENTERS (FHC)  
OF SAN DIEGO  
(continued)**

**Grossmont/Spring Valley FHC**  
8788 Jamacha Road  
Spring Valley, CA 91977  
(619) 515-2555

**Lemon Grove FHC**  
7592 Broadway  
Lemon Grove, CA 91945  
(619) 515-2550

**Logan Heights FHC**  
1809 National Avenue  
San Diego, CA 92113  
(619) 515-2300

**North Park FHC**  
3544 30<sup>th</sup> Street  
San Diego, CA 92104  
(619) 515-2424

**Sherman Heights FHC**  
2391 Island Avenue  
San Diego, CA 92102  
(619) 515-2435

**IMPERIAL BEACH HEALTH  
CENTER**  
949 Palm Avenue  
Imperial Beach, CA 91932  
(619) 429-3733

**LA MAESTRA FAMILY CLINIC**  
4305 Fairmount Avenue  
San Diego, CA 92105  
(619) 280-4213

**El Cajon**  
165 South First Street  
El Cajon, CA 92019  
(619) 312-0347

**National City Clinic**  
101 North Highland Avenue, Unit  
A  
National City, CA 91950  
(619) 434-7308

**MOUNTAIN HEALTH &  
COMMUNITY SERVICES**  
**Alpine Family Medicine**  
1620 Alpine Boulevard #B119  
Alpine, CA 91901  
(619) 445-6200

**County of San Diego LIHP  
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**LIHP Network Primary Care Clinics**

**MOUNTAIN HEALTH &  
COMMUNITY SERVICES  
(continued)**

**Escondido Family Medicine**  
255 North Ash Street, Suite 101  
Escondido, CA 92027  
(760) 745-5832

**Mountain Empire Family  
Medicine**  
31115 Highway 94  
Campo, CA 91906  
(619) 478-5311

**25th Street Family Medicine**  
316 25<sup>th</sup> Street, Ste 101  
San Diego, CA 92102  
(619) 238-5551

**NEIGHBORHOOD HEALTHCARE  
El Cajon**  
855 East Madison  
El Cajon, CA 92020  
(619) 440-2751

**Lakeside**  
10039 Vine Street  
Lakeside, CA 92040  
(619) 390-9975

**NEIGHBORHOOD HEALTHCARE  
(continued)**

**Escondido –North Elm**  
460 North Elm Street  
Escondido, CA 92025  
(760) 737-2000

**Escondido –Grand**  
1001 E. Grand Ave.  
Escondido, CA 92025  
(760) 520-8200

**Pauma Valley**  
16650 Highway 76  
Pauma Valley, CA 92061  
(760) 742-9919

**Ray M. Dickinson Wellness  
Center**  
425 North Date Street, Suite  
203  
Escondido, CA 92025  
(760) 520-8300

**NORTH COUNTY HEALTH  
SERVICES**  
**Ramona Health Center**  
217 East Earlham Street  
Ramona, CA 92065  
(760) 789-1223

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**LIHP Network Primary Care Clinics**

**OPERATION SAMAHAN INC.**

**Health Clinic**

10737 Camino Ruiz, Suite 235  
San Diego, CA 92126  
(858) 578-4220

**Family Clinic**

2743 Highland Avenue  
National City, CA 91950  
(619) 474-8686

**Community Health Center**

2835 Highland Ave., Ste A  
National City, CA 91950  
(619) 474-5567

**SAN DIEGO FAMILY CARE**

**Linda Vista Health Care Center**

6973 Linda Vista Road  
San Diego, CA 92111  
(858) 279-0925

**Mid City Community Clinic**

4290 Polk Avenue  
San Diego, CA 92105  
(619) 563-0250

**SAN DIEGO AMERICAN INDIAN  
HEALTH CTR.**

2630 First Ave  
San Diego, CA 92103  
(619) 234-2158

**SAN YSIDRO HEALTH CENTER**

4004 Beyer Boulevard  
San Ysidro, CA 92173  
(619) 428-4463

**Chula Vista Family Clinic**

865 Third Avenue, Suite 133  
Chula Vista, CA 91911  
(619) 498-6200

**National City Family Clinic**

1136 D Avenue  
National City, CA 91950  
(619) 336-2300

**Otay Family Health Center**

1637 Third Avenue, Suite B  
Chula Vista, CA 91911  
(619) 205-1360

**Paradise Hills Family Clinic**

2400 E. 8<sup>th</sup> Street, Ste A.  
National City, CA 91950  
(619) 662-4100

**South Bay Family Health Center  
(Urgent Care Clinic)**

340 4th Avenue, Suite #7  
Chula Vista, CA 91910  
(619) 205-1960

**County of San Diego LIHP  
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**LIHP Network Primary Care Clinics**

**SAN YSIDRO HEALTH CENTER  
(continued)  
Comprehensive Health Center—  
Euclid**  
286 Euclid Avenue, Suite 302  
San Diego, CA 92114  
(619) 527-7330

**Comprehensive Health Center—  
Ocean View**  
3177 Ocean View Boulevard  
San Diego, CA 92113  
(619) 231-9300

**VISTA COMMUNITY CLINICS  
Tri City Community Health Ctr.**  
134 Grapevine Drive  
Vista, CA 92083  
(760) 631-5030

**Vista Community Clinic**  
1000 Vale Terrace  
Vista, CA 92084  
(760) 631-5000

**Vista Community Clinic – Horne  
Street**  
517 N. Horne Street  
Oceanside, CA 92054  
(760) 631-5009

**VISTA COMMUNITY CLINICS  
(continued)  
Vista Community Clinic – N.  
River Rd**  
4700 North River Road  
Oceanside, CA 92057  
(760) 433-6880

**Vista Community Clinic – West**  
818 Pier View Way  
Oceanside, CA 92054  
(760) 631-5250

**County of San Diego LIHP  
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**LIHP Network Mental Health Clinics**

**Areta Crowell**

1963 4<sup>th</sup> Avenue  
San Diego, CA 92101  
(619) 233-3432

**Douglas Young Center**

10717 Camino Ruiz, Suite 207  
San Diego, CA 92126  
(858) 695-2211

**East County Mental Health  
Center**

1000 Broadway, Suite 210  
El Cajon, CA 92021  
(619) 401-5500

**Heartland Center**

1060 Estes Street  
El Cajon, CA 92020  
(619) 440-5133

**North Central Mental Health  
Center**

1250 Morena Blvd, 1<sup>st</sup> Floor  
San Diego, CA 92110  
(619) 692-8750

**North Coastal Mental Health  
Center**

1701 Mission Ave, Suite A  
Oceanside, CA  
(760) 957-4475

**North Inland Mental Health  
Center**

125 West Mission Ave, Suite 103  
Escondido, CA 92025  
(760) 747-3424

**South Bay Guidance**

835 3<sup>rd</sup> Ave, Suite C  
Chula Vista, CA 91910  
(619) 427-4661

**Southeast Mental Health Center**

3177 Ocean View Blvd  
San Diego, CA 92113  
(619) 595-4400

## County of San Diego LIHP Enrollee Handbook

### LIHP Network Pharmacies

You must show proof of LIHP eligibility (LIHP Card or Notice of Action).  
LIHP prescriptions may be filled at your primary care site where pharmacy services are available, or any of the following pharmacies.

**All Target, WalMart, CVS and Sav-On Pharmacies throughout San Diego County**

**Advanced Diabetes Supply**

2544 Campbell Place, Suite 150  
Carlsbad, CA 92009  
(760) 434-9887

**Bioscrip Pharmacy**

3900 Fifth Avenue, Suite 110  
San Diego, CA 92103  
(619) 291-5474

**Albertsons Pharmacy**

1451 North Santa Fe Avenue  
Vista, CA 92083  
(760) 726-7782

**Borrego Community Health  
Foundation**

655 Palm Canyon Drive, Suite B  
Borrego Springs, CA 92004  
(760) 767-3047

**Alvarado Community Pharmacy**

6367 Alvarado Court #109  
San Diego, CA 92120  
(619) 287-7697

**C And A Pharmacy**

488 East Valley Parkway, Ste 101  
Escondido, CA 92025  
(760) 489-1668

**Alvarado Medical Plaza Pharmacy**

5555 Reservoir Drive, Suite 114  
San Diego, CA 92120  
(619) 287-5035

**Care Drugs Pharmacy**

505 North Mollison, Suite 101  
El Cajon, CA 92021  
(619) 441-1188

**Asmar Community Pharmacy**

436 S Magnolia Avenue, Ste 102  
El Cajon, CA 92020  
(619) 447-9900

## County of San Diego LIHP Enrollee Handbook

### LIHP Network Pharmacies

**Care Pharmacy**

5065 El Cajon Blvd  
San Diego, CA 92115  
(619) 501-8046

**Care Plus CVS/Pharmacy**

1010 University Avenue  
San Diego, CA 92103  
(619) 291-7377

**Clarks Greenfield Pharmacy**

1685 East Main Street, Suite 101  
El Cajon, CA 92021  
(619) 441-5800

**Community Medical Pharmacy  
Chula Vista**

750 Medical Center Court, Ste 1  
Chula Vista, CA 91911  
(619) 421-1131

**Community Pharmacy of  
Escondido**

757 East Valley Parkway  
Escondido, CA 92025  
(760) 743-6300

**Community Pharmacy of Valley  
Center**

29115 Valley Center Road, Ste F  
Valley Center, CA 92082  
(760) 749-1156

**Community, A Walgreens  
Pharmacy**

640 University Avenue  
San Diego, CA 92103  
(619) 295-6688

**Comprehensive Health Center  
Pharmacy**

3177 Oceanview Blvd  
San Diego, CA 92113  
(619) 231-9300

**Drug Co Pharmacy**

307 North Ash Street  
Escondido, CA 92027  
(760) 745-6672

**Edith And William Perlman  
Pharmacy**

9350 Campus Point Drive  
La Jolla, CA 92037  
(858) 657-8610

**Fallbrook Pharmacy**

343 East Alvarado Street  
Fallbrook, CA 92028  
(760) 728-1607

**Galloways Medical Center  
Pharmacy**

2995 National Avenue  
San Diego, CA 92113  
(619) 525-1551

## County of San Diego LIHP Enrollee Handbook

### LIHP Network Pharmacies

**Hillcrest Pharmacy**

120 University Avenue  
San Diego, CA 92103  
(619) 260-1010

**Imperial Beach Pharmacy**

720 Hwy 75  
Imperial Beach, CA 91932  
(619) 424-8143

**La Maestra Community Pharmacy**

4171 Fairmount Avenue, Suite B  
San Diego, CA 92105  
(619) 564-7014

**La Mesa Pharmacy, Inc.**

8301 La Mesa Blvd  
La Mesa, CA 91942  
(619) 466-3246

**Leo's Lakeside Pharmacy**

9943 Maine Avenue  
Lakeside, CA 92040  
(619) 443-1013

**Linda Vista Pharmacy**

2361 Ulric Street  
San Diego, CA 92111  
(858) 277-6147

**Logan Heights Family Health  
Center**

1809 National Avenue  
San Diego, CA 92113  
(619) 234-8171

**Med Care Pharmacy**

161 Thunder Drive, Number 100  
Vista, CA 92083  
(760) 758-7650

**Medco Drugs**

1252 Broadway  
El Cajon, CA 92021  
(619) 440-3448

**Medical Arts Pharmacy**

8851 Center Drive, Suite 110  
La Mesa, CA 91942  
(619) 461-8551

**Medical Center Pharmacy**

340 4th Avenue, Suite 1  
Chula Vista, CA 91910  
(619) 422-9291

**Medical Center Pharmacy**

7910 Frost Street, Suite 130  
San Diego, CA 92123  
(858) 560-1911



## County of San Diego LIHP Enrollee Handbook

### LIHP Network Pharmacies

**Medical Center Pharmacy**

855 3rd Avenue, Suite 1102  
Chula Vista, CA 91911  
(619) 585-0665

**Medical Center Pharmacy**

765 Medical Center Court, Suite  
208  
Chula Vista, CA 91911  
(619) 656-2846

**Medical Center Pharmacy**

310 Santa Fe Drive, Suite 109  
Encinitas, CA 92024  
(760) 753-9433

**Medical Center Pharmacy**

1635 3rd Avenue, Suite A  
Chula Vista, CA 91911  
(619) 585-8818

**Neighborhood Healthcare  
Escondido**

460 North Elm Street  
Escondido, CA 92025  
(760) 737-2025

**Nudos Pharmacy**

455 North Magnolia Avenue  
El Cajon, CA 92020  
(619) 442-0303

**Omnicare Of San Diego**

5825 Oberlin Drive, Suite 300  
San Diego, CA 92121  
(858) 453-8948

**Paradise Hills Pharmacy**

5865 Cumberland Street  
San Diego, CA 92139  
(619) 470-3710

**Park Boulevard Pharmacy**

3904 Park Blvd  
San Diego, CA 92103  
(619) 295-3109

**Pillco Pharmacy**

8575 Los Coches Road, Suite 5  
El Cajon, CA 92021  
(619) 561-5602

**Pjs Prescription Shoppe**

3405 Kenyon Street, Suite 107  
San Diego, CA 92110  
(619) 223-5404

**Plaza Pharmacy**

2220 East Plaza Blvd, Suite L  
National City, CA 91950  
(619) 267-0768

## County of San Diego LIHP Enrollee Handbook

### LIHP Network Pharmacies

**Price Rite Pharmacy**

5115 Garfield Street  
La Mesa, CA 91941  
(619) 469-0161

**Rite Aid Pharmacy**

3650 Adams Avenue  
San Diego, CA 92116  
(619) 563-0802

**Priority Pharmacy**

3940 Fourth Avenue, Suite 150  
San Diego, CA 92103  
(619) 574-9700

**Rite Aid Pharmacy**

4077 Governor Drive  
San Diego, CA 92122  
(858) 453-0631

**Quality Care Pharmacy**

727 West San Marcos Blvd, Suite  
113  
San Marcos, CA 92078  
(760) 744-5959

**Rite Aid Pharmacy**

1665 Alpine Boulevard  
Alpine, CA 91901  
(619) 659-1085

**Rancho Park Pharmacy**

1331 Encinitas Blvd  
Encinitas, CA 92024  
(760) 436-2011

**Sams Pharmacy**

6336 College Grove Way  
San Diego, CA 92115  
(619) 858-0097

**Rite Aid Pharmacy**

7100 Avenida Encinas, Suite C  
Carlsbad, CA 92009  
(760) 431-7380

**San Ysidro Health Center  
Pharmacy**

4004 Beyer Blvd  
San Ysidro, CA 92173  
(619) 428-5354

**Rite Aid Pharmacy**

4840 Niagara Avenue  
San Diego, CA 92107  
(619) 222-7503

**Semca Pharmacy, Inc.**

286 Euclid Avenue, Suite 206  
San Diego, CA 92114  
(619) 263-6635

## County of San Diego LIHP Enrollee Handbook

### LIHP Network Pharmacies

**The Medicine Shoppe**

2939 Alta View Drive, Suite L  
San Diego, CA 92139  
(619) 470-4550

**Tri City Branch Dispensary**

161 Thunder Drive, Suite 212  
Vista, CA 92083  
(760) 631-5030

**UCSD Ambulatory Care Clinic  
Pharmacy**

4168 Front Street, Room 1127  
San Diego, CA 92103  
(619) 543-5934

**UCSD Medical Center Pharmacy**

200 West Arbor Drive, Suite  
8765  
San Diego, CA 92103  
(619) 543-3279

**UCSD Medical Group Pharmacy**

330 Lewis Street, 2nd Floor  
San Diego, CA 92103  
(619) 471-9235

**UCSD Moores Cancer Center**

3855 Health Science Drive, Suite  
0845  
La Jolla, CA 92093  
(858) 822-6088

**Upas Pharmacy**

3332 3rd Avenue  
San Diego, CA 92103  
(619) 297-1677

**Vista Community Clinic  
Pharmacy**

1000 Vale Terrace  
Vista, CA 92084  
(760) 631-5000

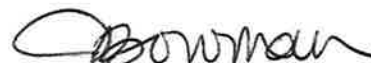
**Wells Drug**

2403 East Plaza Blvd  
National City, CA 91950  
(619) 267-8882

**White Cross Pharmacy**

4074 Fairmount Avenue  
San Diego, CA 92105  
(619) 284-1141

**County of San Diego LIHP  
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6/28/11

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Signature

Date

Janya Bowman, Assistant Deputy Director (ADD)  
Low Income Health Program (LIHP)  
Office of Health Systems Innovation  
Health and Human Services Agency  
County of San Diego